

STAKEHOLDERS' MTG.

Date: March 28, 2003

Location: 3101 Chouteau Avenue

Guest: Anne Deaton

Introductions were made.

Distributed & Reviewed: March 14, 2003 Stakeholders' Minutes

Addition to #1 – Equity Funding for East District: DMH report by county.

Anne's recommendation: Stakeholder minutes put out on website. Check with I.T. dept. & Nancy Schetzler on how to proceed – Teresa Demis

Comments to SLRC 2002 Consumer Satisfaction Survey data compiled by Gary Harbison:

- Survey data will not be presented & distributed until Richard's questions are answered by Gary Harbison. Stakeholders were encouraged to review Richard's copy.
- **Point raised:** Consumers in placement have higher satisfaction rates
- Six persons (QMRP qualified) were hired to complete 2002 SLRC surveys
- Surveys were held from Sept – January, 2003.
- Survey material was provided by UMKC.
- Surveys were mailed to families & completed face to face.
- Anne questioned the methodology used in determining who was surveyed to ensure we are capturing specific groups.
- Anne noted the need to compare/measure outcomes to ensure we are asking the right questions and fully addressing customer satisfaction.
- **Recommendation:** Invite Gary Harbison to attend a Stakeholders' meeting to provide overview of survey results.
- **Proposal:** Train volunteers to complete the surveys and have RAC oversee. (Provide Anne Deaton & Richard Strecker with a copy of the provider survey RAC completed that was used for strategic planning – Debbie Gillispie)
- **Proposal:** Compare MOAIDD survey results with SLRC survey

Note: DMH 2003 Consumer Satisfaction Survey will begin soon.

Distributed & Reviewed: Revised, Draft Division of MR&DD Guidelines for State Operated Residential Services

Comments to Revised, Draft Guidelines:

- Guidelines will be adopted statewide
- It is not DMH's plan to place clients far away from their families
- Placement Service Coordinators have been hired to specifically work with clients, the families, & providers on placements.
- Placement Service Coordinators are sitting in on Transition meetings. **Future Goal:** Coordinators have involvement upfront instead of at transition.
- Transition Manual (Let's Get Moving) will connect clients & families to providers.
- **Issues to consider:** Cost of service & quality of service.
- **Recommendation to add:** Mo Value Test
- **Stakeholders' recommendation:** Add # 12 to guidelines to state: "When multiple service options are available to meet a person's needs, choice, cost, UR, quality and capacity will be taken into consideration."
- **Clarification:** DMH has to fund a service for a Med Waiver client when there is a demonstrated need.
- Revised, Draft Guideline will be copied to the Missouri Planning Council by Anne Deaton.

Discussion surrounding the need to develop a state operated, transition, assessment, emergency home:

- DMH will look to solicit provider participation in development
- Assessments will be kept in the community with transition home
- **Controversy:** The advantage to placing an unknown emergency individual in a transition home instead of going through triage prior to placement
- Adequate assessments are necessary to prevent staff & client endangerment
- **Provider comments:** Some providers view emergency placements as an opportunity & it was noted that some short-term placements have become long-term.
- Anne noted an emergency home would give DMH the opportunity to analyze emergency causes & the possibility to use this analogy to prevent future emergency placements.
- **Needs identified:** DFS & DMH work together to develop plans for emergency placements involving children.
Development & expansion of emergency placement network for children

Discussion for next Stakeholders' Mtg.: Emergency care for children

Recommendation: Invite Patsy Carter for CPS representation & Linda Roebuck.

Discussion surrounding providers, DMH Licensure, & Accreditation:

- DMH has a pass/fail rating system
- Possibly need tighter screen/standards for DMH licensing
- **Recommendation:** Review of DMH's current contractual agreement
- Q.A. has a vital role to continue to monitor providers with DMH licensure & Accreditation
- QA. monitoring needs to include services other than residential
- **Recommendation:** Invite Terry Jackson to a Stakeholders' mtg. to give an overview on Community Base Monitoring.

Transition Team Update:

- The team continues to develop & be redefined
- Placements are occurring to and from the Hab Ctrs.
- Transition Manual (Let's Get Moving) is completed
- Training on the manual will be in April, 2003
- Provider feedback to the manual is welcome (any provider who needs a copy of the manual should make a check mark on the sign in & out sheet)
- Movements from Hab Ctrs. to community are tracked in database system & updated weekly by Janet Portell
- Onsite transition meetings are occurring
- Loretta Wilson will return to SLRC to work with Janet Portell, SLRC Vendor Service Coordinator & closely work with Sharon Turner of BHC
- Providers need to submit their vacancies to Janet Portell

Announcements:

1. BHC past ICFMR survey held 3/2003 with few deficiencies

FY04 Budget:

2. Mark-ups in the Senate will be held Monday, 3/31/2003 at 7:30 p.m. (Provide the DMH order to Wendy Buehler when known– Anne Deaton)
Providers were encouraged to follow what is going on in the Senate
Recommendation: Providers inform legislative about SLRC's FY03 cost & savings initiatives
Caseload growth money will go to core & cannot address waitlist
FY04 cuts could affect services

Stakeholders' Future:

- Group was in agreement to continue to meet
- How often meetings will occur will be based on projects
- **Recommendation:** Send letters to Stakeholders for future commitment to participate – Richard Strecker

Next Stakeholders' Meeting: 4/11 at 10:00 a.m. 3101 Chouteau Ave.

Agenda: Feedback to the three Indicators

Respectfully submitted by Teresa Demis

